**Title and Registration User's System for Tennessee - TRUST
RFP # 317.30.004 – Attachment 9.15
Amendments/Clarifications/Questions**

May 11, 2001

Amendment 2

1.   Contract Attachment A, Section 4. Delete the section in its entirety and replace it with the
     following (subsections within Section 4 remain as originally written):

    4   **State Standards, Guidelines and Technical Architecture**

    The system must be able to function in the State's standard architecture environment (see RFP
     Attachment 9.11: State Standards, Guidelines and Technical Architecture). Furthermore, the Proposer
     must support the State project technical staff in integrating the software into the State's hardware and
     software architecture environment. The Proposer should review the above referenced Attachment
     carefully, familiarizing itself with the State's standards in all areas pertinent to this project.

    The State's intent is to minimize the introduction, acquisition, support, and maintenance of non-
     standard products within the State's Architecture information technology environment. The State will
     <u>not</u> permit deviation from these State standards in the following "Category/Sub-Category" areas. <u>Any
     deviation from standards in the following areas will result in rejection of the Proposal</u>:

<u>Category</u>	<u>Sub-Category</u>
Hardware	Network
Hardware	Processor
Software	Application/Database Server Operating System
Software	Application Server
Software	Communications Protocol
Software	DBMS
Software	Firewall
Software	WEB Server
Software	Postal Verification Certification
Software	Certificate Authority/Public Key Infrastructure
Software	Application Development Languages/Tools
Software	System/Data Security

    The State will consider deviations from other State application development and support software
     standards when there is a State business case to do so (see RFP Section 4.1, below). Proposers should
     note that the State is under no obligation to accept any deviations from any standards. If deviations are
     proposed that are rejected by the State, the Proposer must be willing to use products that adhere to
     State standards or have their Proposal ruled non-responsive.

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	Note: in the questions that follow, any vendor's restatement of the text of the TRUST Request for Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.	
27	RFP Attachment R delineates hardware / software / services responsibilities of the State and the Contractor. Generally the division appears to be that the State will procure / provide the capabilities necessary to host the entire application statewide, while the Contractor is to provided capabilities specific to the Phase I and Phase II sites. Attachment U describes this effort's imaging requirements. 4a. While clearly it is the Contractor's responsibility to provide scanners and software necessary for the local capture imaged documents, will the State procure the server(s), jukebox(es), and server document management software and DBMS necessary to implement and support the imaging capability? 4b. If the State is to procure these elements of the scanning solution, will State procurement regulations allow it to procure specific products identified by the Contractor?	a. The State will procure any server(s), jukebox(es), server document management software, and DBMS ("components") needed to support the proposed TRUST solution <u>at the State's data center</u>. However, any of the above components that are required, as a part of the vendor's proposed solution, to be deployed at the implementation sites (Metro Center, Foster Avenue, TRICOR, and the 95 County Clerk Offices) must be procured by the vendor. The vendor must describe its solution to the State's imaging requirements, including components and where they are to be deployed, as a part of its response to the General Systems Requirements section of the RFP (Contract Attachment K). b. Regardless of which party procures them, all components proposed by the vendor as a part of its solution must comply with Contract Attachment A, Section 4, including all subsections. (See attached Amendment 2, item 1, for the amended Contract Attachment A, Section 4.) Note that there are some Categories/Sub-Categories from which the State will not allow deviations. The State has established source-of-supply contracts in accordance with the State's Technical Architecture. The State will only procure specific products that are on one of these source-of-supply contracts. In the event that State does not have an existing source-of-supply contract for the component in question, the State will follow its normal competitive procurement process to obtain the component.
28	On page 319 of the RFP, under **System Test and Control Considerations**, item 62 cites "all testing of programs should be accomplished using a defined test environment (see Contract Attachment 0: Test Environment)." Yet Attachment O does not specifically identify a test environment. 8a. Is this something that the State intends to	a. Throughout the TRUST system development process, the vendor is free to perform Unit, Integration, and Systems tests in its own environment, using its own equipment. The State expects that the vendor will do such testing in defined, controlled environments. However, the State requires that some testing deliverables/products be produced in the State's

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	provide? 8b. If so, would the State provide the specifics infrastructure envisioned at this time?	testing environment (See Contract Attachment B, Sections 3.2.1.8, 3.3.1.3, and 3.3.3). The State will provide the testing environments listed in Contract Attachment O for testing executed on State Hardware/Software. b. The solution proposed by the vendor will determine the specifics of the testing environments required.
29	There seems to be an architectural / requirements difficulty that pits the following requirements for a www technology based solution (pages 318-319) using just THIN CLIENT (browser) technology and the autonomous counter position workstation solution required by Attachment S. The Thin Client requirements are: 43. TRUST must be developed as a browser based Web enabled application ruining on the State's Intranet and accessible via the Internet 44. TRUST must function the same for both Microsoft Internet Explorer V5.5. SP1 (or higher) and Netscape Navigator V4.76 (or higher). 45. TRUST must utilize HTML and Java Script for client presentation 46. TRUST must operate on the State's Wide Area Network Infrastructure. 47. TRUST must provide the functionality to encrypt and decrypt data utilizing Secure Socket Layer (SSL) with 128-bit encryption security capability for Internet browser. 51. TRUST must utilize Windows Graphical User Interface (GUI) interfaces using drop-down boxes, check boxes, text boxes, radio buttons. Etc. to facilitate user friendly data entry and editing 60. TRUST must meet a four second response time (end to end) 95 percent of the time for workstations at Nashville offices. The Attachment S specification for the hundreds of Counter Position Workstations include various THICK CLIENT requirements (local processing, data, business rules, etc.) that might be or may not be accomplished with browser based JAVA including: • Perform Cash Drawer functions	a, b, and c: The TRUST RFP does not use the terms "THIN CLIENT" or "THICK CLIENT." The State has defined a set of requirements as expressed in the RFP, which include browser-based requirements and requirements for off-line, back-up processing at user sites. The State does not consider the requirements themselves to be in conflict with one another. It is up to the vendor community to propose a solution that meets these requirements. As long as the TRUST system meets the State's requirements, specific implementation/design considerations, such as the need for backup servers or the relative distribution of functionality between the browser and local processing, are up to the vendor.

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	• A clerk identification device such as thumbprint reader	
	• Provide Supervisor Controls	
	• Handles types of money tendered/also split tenders	
	• Provide an electronic journal	
	• Check endorsement	
	• Provide Printed Receipt	
	• Process Credit Cards	
	• Display the appropriate fees, calculate the total and display it.	
	• Process customer ID information (Driver Licensee)	
	• Provide link from scanned documents to activity so they can be later scanned and or retrieved	
	• Capture information from Bar Code Reader	
	• Capture signature digitally	
	• Have keypad for entering PIN such as used on Bank Credit Card	
	• Void any transaction that a purchaser asks for by mistake or changes his or her mind about. Supervisors will be authorized to void sales only within the same business day. Any requests received later must be referred to Central Office.	
	• Print decals, receipts, etc. including reprints, which may, for example be necessitated by a printer jam	
	• The TRUST-POS system must have the ability to void or change a previously completed transaction and still maintain the sales transaction sequence numbering integrity.	
	• The POS must capture all activity (transactions) and keep a running total of all amounts due for the customer's session. . .	
	The TRUST-POS system must provide alternative procedures (a back-up method) for certain TDOS activity, if the primary method fails. An off-line transaction system must capture and batch information that will be forwarded to the TRUST at a later time, at which time all work must be synced. The off-line POS system must produce valid renewals, etc., similar to the on-line system but without contacting the TRUST database.	
	These two sets of requirements are in conflict.	

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	9a. Does the State want an office by office or workstation by workstation autonomous system or a www server based system? 9b. If a server based system is desired then is the meaning of this last requirement one that indicates that a backup server is required? 9c. If nearly autonomous workstations are required as is more than implied by Attachment S, then is the State asking for web enabled transactions (for direct citizen access) and a separate THICK CLIENT counter position workstation?	
30	Pages 552-556 present in tabular form the State's Hardware/Software Products Standards. Oracle Internet Developer Suite (iDS) is listed an application development language/tool for NT operating systems, COBOL is not. 10a. Would a proposal based on using COBOL in the NT operating environment for business rules be found non-compliant despite significantly reduced development costs and an otherwise compliant user interface? 10b. Would a proposal based on using COBOL in the OS/390 operating environment for business rules be found non-compliant despite significantly reduced development costs and an otherwise compliant user interface?	a. See the attached Amendment 2, item 1, which is an amendment to Contract Attachment A, Section 4. Per this amendment, the State will not allow any deviations from the software listed under "Software: Application Development Languages/Tools." Therefore COBOL will <u>not</u> be allowed as an application development language/tool under the NT environment. b. COBOL MVS <u>is</u> allowed as an application development language/tool within the OS/390 operating environment.
31	Is the vendor responsible for providing the MO storage subsystem and/or upgrades to state owned systems? Page 492 states it is provided at their option but there is no line item in the pricing tables for MO storage. Were should these costs be included? Is this subsystem connected to state owned or vendor supplied servers?	The State is unsure what the vendor means by "MO storage subsystem." However, please see the answer to item 27, above, for a discussion of the imaging-related components to be procured by the State and the vendor.
32	Is the vendor responsible for server upgrades for state owned servers in Nashville outlined in Attachment "R"?	No. State-owned servers residing at the State's data center are the responsibility of the State.
33	Will the states Merchant Services Provider provide all software needed to support the interface between Counter Position Hardware/Software and their credit authorization system?"	The Contractor must provide all software required to interface between the Counter Position Hardware/Software and the credit authorization system. This software must be certified by the Merchant Services Provider.